

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

Applicant(s): Oumar Nabe et al. :  
Serial No.: 09/828,414 : Art Unit: 3696  
Filed: April 6, 2001 : Examiner: Felten, Daniel S.  
For: METHODS AND SYSTEMS FOR :  
CUSTOMER RELATIONSHIP :  
MANAGEMENT :  
:

**AMENDMENT**

Mail Stop: Amendment  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

In response to the Office Action dated August 6, 2008, please amend the above-identified patent application as follows and consider the following amendment and remarks: